

<Date>

<Member Name>

<Street Address>

<City, State Zip Code>

Information about Your Health Care Coverage

Dear <Insert Name>:

The more you know about your health care coverage, the more you can maximize the benefits and services available to you. That's why we're sending you an annual notice about your member rights and coverage for breast reconstruction surgery. This is just for your information and no action is required on your part.

Your Member Rights and More

Your *Member Rights and More* is a brochure with reminders that can help you maximize your benefits and get personal support for your health. Read about:

- Your rights and responsibilities, including the complaint, grievance and appeal process, the right to an external review
- How to obtain language assistance
- Eligibility and referrals for managing an illness or disease and help coordinating your care
- Preventive medical and behavioral health information
- Financial Incentives Policy
- How Florida Blue protects your privacy
- Quality improvement programs, including member satisfaction survey results and progress

The brochure is available at **floridablue.com**. Please refer to the **Frequently Asked Questions** under **Membership & Billing**.

Coverage for Breast Reconstruction Surgery

If you have to have a mastectomy, your breast reconstruction surgery is covered under your health coverage. It can be done at the same time as the mastectomy or later. You are covered for both the reconstruction of the breast on which the mastectomy is performed, as well as the other breast to produce a symmetrical appearance. In addition, your health plan covers prosthesis and treatment of physical complications at all stages of the mastectomy, including lymphedema. The type of procedure is determined in consultation between you and your attending physician. Coverage is subject to the terms of your contract.

We're here for you.

If you would prefer to have the *Member Rights and More* brochure mailed to you, or if you have any questions, please call the number on your ID card between 8 a.m. – 9 p.m., Monday – Thursday, and 9 a.m. – 9 p.m. on Friday. TTY/TDD users call Florida Relay at 711.

Sincerely,
Your Customer Service Team

If you have a disability or use a language other than English, we will be happy to help you. Please call 1-877-352-2583 (TTY users call 1-800-955-8770) for free services